


MEMORANDUM

To: Mayor & City Commissioners
From: Reese Goad, City Manager 
Re: Fiscal Year 2019 Annual Report
Date: September 27, 2019

I am pleased to provide this annual report for your consideration. With your leadership, the City has addressed many critical challenges and made progress toward key priorities. At the start of the fiscal year in October 2018, the City faced the greatest weather threat it has experienced. Hurricane Michael caused widespread damage across the Big Bend region and Tallahassee. I am proud to say that the City, our neighbors, schools, and businesses demonstrated tremendous resilience with effective preparation, impact response, and recovery. Less than one month later, the City addressed a mass shooting. The event was tragic and emotional for the community. Again, Tallahassee demonstrated its resilience. First responders responded quickly and professionally, and the community came together. In November 2018 Mayor Dailey, Commissioner Matlow, and Commissioner Williams-Cox were newly elected. Regretfully, in December a City Commissioner was removed from office. Soon after, Commissioner Bryant was appointed to the City Commission. It is an understatement to say that the first few months of Fiscal Year 2019 were eventful.

The City pressed on and at your January 2019 annual priority setting retreat, you shared a vision to address current issues and our City's future. You identified public safety, economic development, the impact of poverty, and public infrastructure as key priority areas. You have been clear on the importance of public trust and citizen engagement. Without delay you scheduled two City Commission meetings outside City Hall, greatly increased the opportunity for the public to speak at City Commission meetings, increased the noticing standards for key decisions, and started the process to implement a five-year strategic plan.

The following list reflects a small portion of the City's achievements and accomplishments over the last year.

- Updated organizational mission, values, and vision.
- Embarked on Citywide five-year strategic plan with input of over 2,400 neighbors, residents, and visitors.
- Purchased the centrally-located 35 acre Northwood Centre through the City's first-ever participation in an auction, for 86% of the assessed value.
- Adopted a 100% Renewable Energy strategy and cemented Tallahassee as a leader in the national energy sector.
- Recognized as the top public gas utility in the nation by the American Public Gas Association (APGA).
- Reached over 600 disconnected youth via the TEMPO program.
- Expanded Advanced Life Support service by the Tallahassee Fire Department to cover more than 80% of Leon County residents.
- Pledged \$1.3 million for the Orange Avenue Redevelopment Project which was a critical element to securing a commitment from Purpose Built Communities.
- Engaged more than 300 applicants at the first City Job Fair at Walker Ford.
- Adopted the \$6.4 million Greater Bond Neighborhood First Plan.
- TLH reached a \$600 million annual impact to our local economy, while increasing passenger traffic to more than 800,000, up 6.7% above the last year.
- Launched Build Up Tallahassee, an accelerated career development program involving and hands-on learning in a variety of skills related to the construction industry.
- Continued progress fighting crime - Tallahassee / Leon County fell 7.6% compared to last year.
- Started construction of the second Solar Farm at the Tallahassee International Airport.
- Recognized for the second year in a row as a Utility of the Future Today (Underground Utilities and Public Infrastructure) for leadership in overall sustainability and resilience.
- Demonstrated fiscal leadership with AA bond ratings.
- Continued to achieve high customer satisfaction ratings - 91% customer satisfaction rating in latest April 2019 utility survey.

Hurricane Preparation, Response, and Recovery

Effective emergency preparation, response, and recovery continues to be vitally important to the community. After two consecutive years of storm impacts, we started the year with our third hurricane in 25 months. Hurricane Michael, a category 5 storm, was the largest storm to ever impact Tallahassee. The City assembled a mutual aid team of over 650 individuals from 80+ cities and 15 states to work with our utility to restore the electric system in record time. This foresight and preparation led to the City being 90% restored on day 4 and 98% restored on day 6. City crews and partners cleared nearly 119 tons of debris. Our restoration effort was the largest effort Tallahassee has ever managed, and the utility received widespread recognition for restoration coordination and effective work efforts. Throughout the events, the City remained proactively engaged through multiple channels to offer real-time updates.

- From Oct. 7-14, the City distributed information with a total of 2,284 posts to its Facebook and Twitter accounts, resulting in 13.7 million impressions and 776,664 engagements.
- Our response rate to thousands of messages received increased by 4,167% (2,603 messages) compared to an average week. Compared to Hermine, responses increased by 182%.
- While many other organizations across the state went “dark” on social media at various points during the response and recovery periods, the City maintained a 24-hour presence.

Public Safety

Tackling crime in our community is one of the most significant issues facing us today. Our efforts to enhance public safety are paying off; crime is at a five-year low. Crime fell 7.6%, reflecting a five-year low in the local crime rate and marking the second lowest in 20 years. This is the third consecutive year that Tallahassee has seen a reduction in violent crime and the second consecutive year for a reduction in overall crime. Also, there was a 6.6 percent decrease in reported violent crimes.

Through its commitment to the Community Oriented Policing and Problem Solving (COPPS) philosophy, TPD continues to strengthen relationships with citizens, businesses and civic groups to help address issues. Programs like TEMPO are helping to reconnect disconnected youth with

essential services, vocational education opportunities, workforce training and job placement, detouring the potential for crime. As TPD works to enhance its presence in the community and modernize its services, the development of the new Public Safety Campus will provide a unified, functional headquarters, while also creating needed community amenities.

- TEMPO

TEMPO provides a path for Disconnected Youth to essential services, enabling vocational education opportunities and job placement. We continue to make significant progress with disconnected youth in our area. Over the year, the City grew the program to over 600 participants, including a court diversion program with the State's Attorney's Office, Educational Overlay referrals from court-orders, referrals from TPD's Spirit program, and THA referrals from our Promise Zone areas.

- Public Safety Campus

This year, we made significant progress on the City's commitment, selecting qualified vendors for the Architectural Design and Construction, and Construction Manager for the Public Safety Campus. Additionally, the City conducted a 30-day open submission period, during which the community recommended 68 sites for the new location of the Tallahassee Police Department's headquarters. Of those, 51 met the 9-acre minimum requirement and 19 were within 2.5 miles of the center of Tallahassee. After considerable public input, applying minimum criteria, and speaking with property owners, the City sought feedback on five properties now under consideration. The site selection and acquisition are expected to be completed early in the next fiscal year.

Management

Every day, our team of nearly 3,000 public servants work to deliver quality, reliable municipal services to the people and families of Tallahassee.

The quality of our services is demonstrated by the distinction among peers our City receives on a regular basis. Recent distinctions include, but are not limited to:

- Top 100 “Best-Run Cities” in the Country (Wallet Hub)
- Florida Governor’s Sustained Excellence Award (Florida Sterling Council)
- Commercial Service Airport of the Year (Florida Department of Transportation)
- Distinguished Budget Presentation Award (Government Finance Officers Award)
- Best in the Nation Public Gas Utility (American Public Gas Association)

In addition to delivering our region’s leading public services, the City initiated a strategic planning effort which will guide our organization’s efforts to achieve the Commission’s new 5-year vision, and measurable results in the community’s highest priorities areas of public safety, infrastructure investment, quality of life, impact of poverty, economic development, public trust, and organizational effectiveness. The City engaged approximately 2,400 neighbors, residents, and visitors to ensure the plan is aligned with our community’s needs and opportunities.

Finally, the City has taken significant action to complement the confidence in our service delivery with measures to further enhance confidence in our government including expansion of citizen access, new forums to provide feedback, and transparency efforts.

- Multiple City Commission meetings are now held outside of City Hall to encourage public engagement.
- The City has increased notice for certain site plan reviews, re-zonings, and sale of City property to expand awareness of public hearings.
- The City has increased opportunities for our citizens to speak publicly through the removal of time limits on agendaed City Commission and Advisory Board meeting items.
- New organizational values have been adopted, including “honor the public trust through ethical behavior” and “lead with integrity at every level,” placing the priority of public trust at the forefront of our values.
- Enhance access to current lists of lobbyists and City vendors through a featured portal on our Talgov.com home page.

Other notable Projects and Accomplishments

Economic Development

- Participated in the C2ER Cost of Living Index, which ranked the Tallahassee metro area at 3.4% below the national average for cost of living out of 270 urban areas.
- Reviewed and inspected 1,362 multi-family residential units.
- Reviewed and inspected plans on 13 major development projects / permits including the TMH Surgical Wing, Cascades Park NAP Mixed Use Project, Canopy, and others.
- Achieved a 6.6% increase in total passengers and 7.4% increase in aircraft operations over FY18 at the Tallahassee International Airport.

Infrastructure

- Set the guiding direction through resolution for our City's first Clean Energy Plan (CEP) to eliminate the City's dependence on non-renewable sources by 2050, in collaboration with Tally35, the Citizens Advisory Committee, and the local Sierra Club.
- Joined the Florida Municipal Power Agency (FMPA) to identify economies of scale in power generation and other services to provide low-cost, reliable and clean wholesale electricity.
- Achieved Environmental Project of the Year award recognition of Solar Farm 1 by the Big Bend and Florida Chapters of the American Public Works Association.
- Commenced construction on Solar Farm II and the substation to support the interconnection, expected to begin commercial operation in late 2019.
- Successfully completed the vital and complex Centerville Road Forcemain rehabilitation project ahead of schedule through extensive public outreach, coordination, and cooperation.
- Achieved commercial operation on two new generation units at BP12 and the first four units at Hopkins. Construction for the 5th unit at Hopkins is on-going.
- Completed decommissioning work and transferred the hydro facility to the state in March of 2019, continuing to support the State in the interim operating period as they assume lake operations.

- Continued transferring Talquin facilities to the City and initiated upgrades to improve reliability.
- Received APPA recognition multiple times for our mutual aid support to other public power utilities.
- Created a new advance Customer Engagement text providing a photo and background information to customers pending an Energy Audit. This new advance notice has reduced customers no show appointment by 35%.
- Continued to fund the connection to central sewer to owners of existing homes on septic tanks.
- Received the AA rating of the Energy System with a stable outlook, citing strong risk profiles, a young and efficient generating fleet, and an experienced and capable management team.

Quality of Life

- Updated and adopted the Canopy Roads Master Plan for the first time in 20 years.
- Finalized our community's first Urban Forest Master Plan.
- Implemented the escooter pilot program which has had 28,000 participants.
- Built three city-sponsored Habitat for Humanity homes (eight in total within the last 24 months).
- Served the community through eight multi-purpose community, teen, and senior services centers, three specialty complexes, 30 playgrounds, 86 athletic fields, 55 tennis courts, 11 municipal aquatic facilities, 70 miles of trails, four dog parks, a skate park, and two disc-golf courses.